

# UNITED STATES COURT OF APPEALS FOR THE SIXTH CIRCUIT



## Vacancy Announcement No. 15-08

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Position: **Telecommunications Administrator**

Location: Cincinnati, OH

Salary: \$48,636 - \$94,785 (CL 27-28)

*Salary commensurate with qualifications in accordance with U.S. Court Guidelines*

Tour of Duty: Full-Time

Opening Date: October 16, 2015

Closing Date: The position will remain open until filled. **To ensure consideration, applications must be received by the close of business on November 6, 2015.**

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The United States Court of Appeals for the Sixth Circuit is accepting applications for the position of **Telecommunications Administrator**.

**Position Description:** The Telecommunications Administrator position is a network administrator role which administers the unified communications of the Court and is part of the Information Technology team. The incumbent manages all telephone, voice mail, and video conferencing systems. The Telecommunications Administrator acts as a top-level support resource to help desk technicians, and also performs direct end user support on the help desk when needed. This position designs, implements, manages, coordinates, and oversees the court's telecommunications, voice-mail, teleconferencing, and audio/visual (A/V) systems. The incumbent recommends infrastructure changes and assists with planning and implementing relevant security measures for telecommunications and A/V. Telecommunications Administrators at this level perform advanced maintenance and troubleshooting on hardware, software and infrastructures. Refer to the complete Position Description attached to this announcement.

### **Qualifications:**

#### Required

- A minimum of two years of progressively responsible experience in information technology and communications systems – or – completion of the requirements for an associate's degree or bachelor's degree from an accredited school in computer science or information technology or a related field.
- Cisco CCENT certification or equivalent certification
- Excellent communication skills, both oral and written, strong organizational skills, and customer service skills.
- For those already employed in the federal system, at least one year of experience at or equivalent to CL-26.

#### Preferred

- Cisco CCNA Voice
- Cisco CCNP Voice
- Cisco CCNA R&S (Routing & Switching)
- Cisco CCNA Video
- CompTia A+ certification
- CompTia Network
- Microsoft Office Specialist (MOS) Master [or current equivalent] certification
- Microsoft Certified Solutions Expert (MCSE) [or current equivalent] for Windows 7, 8, or greater
- Bachelor's Degree (from accredited college or university)

**Application Procedure:** Submit a letter of application emphasizing experience relevant to the position, detailed resume, including certification(s) and credentials, salary history, and list of three professional references to: Human Resources Manager, United States Court of Appeals for the Sixth Circuit, Room 503, 100 East Fifth Street, Cincinnati, Ohio 45202 or email to the Human Resources Office at [ca06-humanresources@ca6.uscourts.gov](mailto:ca06-humanresources@ca6.uscourts.gov). Applications should be submitted to the Human Resources Office on or before November 6, 2015. The Court will communicate only with those applicants selected for an interview.

**Conditions of Employment:** Applicant must be a United States citizen or eligible to work in the United States. Appointment to position is provisional pending suitability determination by the court based on results of a background investigation. Employees are required to use Electronic Fund Transfer for payroll direct deposit.

**Benefits:** Employees of the U.S. Courts are not classified under the civil service; however, they are entitled to the same benefits as other Federal employees. Benefits include: health, dental, vision, life, long term care and long term disability insurance, annual and sick leave, paid holidays, retirement, and the judiciary's supplemental benefits. For additional information about benefits with the federal judiciary, visit [www.uscourts.gov/careers](http://www.uscourts.gov/careers).

**THE SIXTH CIRCUIT COURT OF APPEALS IS AN EQUAL OPPORTUNITY EMPLOYER**

<b>Job Title</b>	Telecommunications Administrator	CL 27-28
<b>Occupational Group</b>	Professional Administrative	

### **Job Summary**

Telecommunications Administrator position is a network administrator position which is part of the Information Technology team. The Telecommunications Administrator manages all telephone, voice mail, and video conferencing systems. The Telecommunications Administrator also acts as a top-tier support to help desk technicians and performs direct end user support on the help desk when needed. This position designs, implements, manages, coordinates, and oversees the court's telecommunications, voice-mail, teleconferencing, and audio/visual (A/V) systems. The incumbent recommends infrastructure changes and assists with planning and implementing relevant security measures for telecommunications and A/V. Telecommunications Administrators at this level perform advanced maintenance and troubleshooting on hardware, software and infrastructures.

### **Representative Duties**

- Review, evaluate, and make recommendations on audio/video systems, telecommunications (cellular, VOIP, and POTS land lines), and video conferencing systems utilized by the Court of Appeals and by other court units throughout the circuit. Primary backup for the local area networks (LANs), wide area network (Data Communication Network or DCN), network administration, network operating systems, network switching, and email administration.
- Provide day-to-day routine to advanced end user support; answer/resolve the help desk requests for telecommunications, courtroom technology and A/V systems; create the help desk tickets and log details of the request. Issues that are not resolved are escalated to vendor support or higher tier IT staff or supervisor.
- Coordinate the development, design, analysis, evaluation, upgrade, implementation and planning of video conferencing systems, telecommunication systems and all technology systems used in courtrooms. Develop requirements and alternatives, including initial cost, maintenance and upkeep. Recommend technical and operational changes or enhancements to new and existing system configurations, usage, and procedures as well as determine hardware and software needed to implement such changes. Coordinate implementation of approved recommendations. Plan, coordinate, and administer the installation, configuration, repair, replacement, equipment moves, and equipment and software upgrades.
- Review, evaluate and recommend procurement needs relating to telecommunication and A/V technologies. Plan and oversee accounts, including user/device/equipment account management, usage and account analysis, review of invoices and resolution of discrepancies; order and cancel devices and services; and make temporary modifications to services to meet users' needs.
- Oversee inventory of all telecommunications and A/V technologies, peripherals, software, and supplies, including warranty information, according to internal control policies.
- Provide advice in areas of technology support, requirements, and capabilities, including anticipation of future requirements and resolution of potential problems prior to implementation to judges, circuit executives, court unit executives, and other senior staff.
- Monitor latest technology of telecommunications and A/V systems and recommend, develop, document, and install system upgrades, or features which satisfy court needs. Make adaptations to national systems.
- Create user accounts and provide appropriate group membership and access rights for telecommunications and A/V systems
- Provide routine to advance hardware repairs and maintenance on court's telephonic and A/V equipment, including software and hardware additions. Provide remote support as required.
- Provide technical expertise in solving routine and complex system problems by analyzing system failures to identify the nature, source and root cause of the failure then takes corrective

action. Replace components of malfunctioning equipment; coordinate repair of systems by support vendors.

- Conduct traffic analysis to measure volume, usage patterns/fluctuation and quality of service, make recommendations, and take action based upon the analysis to ensure optimal performance of telecommunications and A/V technologies.
- Monitor systems and services for reliability; troubleshoot connection and other service impacting issues.
- Monitor latest technology of telecommunications and A/V technologies for use by the Court and provide written analysis and recommendations in accordance to a clear understanding of the court's business operations and end users' needs.
- Develop, document and deliver solutions to satisfy business needs using telecommunication, courtroom and AV technologies.
- Develop and maintain reference materials, policies, and procedures for the use of telecommunications and A/V systems. Develop and maintain technical documentation of solutions, system reference, and configuration.
- Develop and conduct device and systems training on technology techniques, applications, and utilization for telecommunication and A/V systems for all court personnel. Develop and maintain procedural guidelines and training materials for end users.
- Act a primary technical contact for contractors and other outside vendors for telecommunications and A/V systems.
- Maintain inventory of all phone numbers and associated data (i.e. masking); manage labeling of communication cabling; create and maintain drawings and data on all telecommunication and A/V infrastructures & systems (i.e. topology and configurations).
- Coordinate and lead groups of IT staff and court user as directed by IT management to identify, plan and implement special initiatives and projects; report back to management on the groups' findings, recommendations and progress.
- Travel to all court locations when necessary.
- Perform other duties as assigned.

## **Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**

### **Information Technology, Telecommunications and Video Requirements**

- Advanced knowledge of the design, installation, operation, programming, and troubleshooting of telecommunication, audio, video, video conference and control systems.
- Skill in analyzing court telecommunication and infrastructure needs.
- Advanced knowledge of theories, principles, practices and usage of telecommunications equipment and infrastructure. Knowledge of capabilities, limitations and functional applications of telecommunications equipment and infrastructure. Specialized knowledge of telecommunications operating techniques and requirements. Skill in identifying complex telecommunications problems and reviewing and analyzing related information to develop and evaluate options and implement workable solutions. Skill in working with end users and analyzing their needs, goals, and product requirements to create new and functional designs.
- Ability to perform system repair skills (cabling, soldering etc.)
- Knowledge of theories, principles, practices and techniques of Cisco (and other vendors/manufacturers) telecommunications systems, audio systems, video systems, A/V conferencing, A/V distribution systems, cabling, infrastructure needs, computer hardware and software, control programming, microphones, amplifiers, encrypted wireless microphone systems.
- Ability to train personnel in telecommunications and A/V systems.
- Ability to document information technology systems.
- Knowledge of software programs and hardware. Skill in the latest technology, routine hardware maintenance procedures, and electronic devices. Ability to implement, and operate information technology systems.

- Skill in working with end users and analyzing their needs and product requirements to create new and functional designs. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement workable solutions.
- Skill in analyzing, interpreting, and presenting research findings and preparing written recommendations. Skill in coordinating telecommunications and A/V projects with senior management. Skill in planning and organizing multiple projects simultaneously. Ability to meet established guidelines and commitments.

#### **Procurement**

- Knowledge of IT-related internal controls concerning procurement, inventory and receiving materials, including property management internal controls.
- Knowledge of telecommunication and A/V vendor agreements and ability to use vendor online administrative tools.

#### **Court Operations**

- Knowledge of court policies, procedures, processes, and guidelines with emphasis on specific mission critical systems. Skill in analyzing court information technology needs.

#### **Human Resources**

- Skill in training employees with varying educational backgrounds and aptitudes. Ability to facilitate and coordinate the project work of other court professional and IT staff.

#### **Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

#### **Written and Oral Communication/Interaction**

- Ability to communicating information effectively, both orally and in writing to individuals and groups to provide information. Ability to communicate technical information effectively, to end users in a manner they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

### **Factor 2 – Primary Job Focus and Scope**

Telecommunications Administrators conduct research, analyze options, and communicate the results of the analysis, while preventing legal or personal liability against the circuit executive and the employee. Incumbents advise and make recommendations to judges, senior management, and the end users that take into account complex issues or multiple functional areas within the court unit. The incumbent administers telecommunication and A/V systems, provides solutions, and directs user support based on understanding the needs and priorities of end users. The work impacts the level of production and efficiency of how the work of the court is performed. The potential consequences in judgment include devices and systems that do not meet the needs of the end users, create potential security breaches, and/or perform poorly. This can result in decreased productivity and increased costs.

### **Factor 3 – Complexity and Decision Making**

Telecommunications Administrators evaluate and make decisions within the context of professional standards, broad policies, or general goals. They resolve problems, questions, or situations based on advanced and thorough knowledge and experience with court policies, practices, and guidelines. Telecommunications Administrators work independently in resolving complex software, hardware, device and services problems, evaluating trends, security demands, and standards; managing IT initiatives/projects and leading other team members and groups in implementing and integrating various

solutions.

#### **Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are judges, chambers staff, circuit executive, court unit executives, peers, and other court unit staff, Administrative Office staff for the purpose of coordinating end user technical support, troubleshooting, and resolving computer related problems.

#### **Factor 4B – Interactions with External Contacts**

The primary external contacts are GSA and vendors for telecommunication & video services and problem resolution; support vendors for resolving complex issues and to create highly technical solutions.

#### **Factor 5 – Work Environment and Physical Demands**

Work is performed in an office setting. Telecommunications Administrators lift and move moderately heavy items such as computer equipment. Occasional travel within the circuit is required. Work during non-business hours and weekends may be required.

### **Qualifications Required & Guide for Training Development**

#### **Required Qualifications**

- Cisco CCENT (or comparable/equivalent)

#### **Desired Qualifications (Guide for Training Development)**

- Cisco CCNA Voice
- Cisco CCNP Voice
- Cisco CCNA R&S (Routing & Switching)
- Cisco CCNA Video
- CompTia A+ certification
- CompTia Network
- Microsoft Office Specialist (MOS) Master [or current equivalent] certification
- Microsoft Certified Solutions Expert (MCSE) [or current equivalent] for Windows 7, 8, or greater
- Bachelor's Degree (from accredited college or university)